

## Examination Grievance Redressal Mechanism

Examination process is a crucial and confidential process that determines student progression and obviously calls for robust mechanisms. Also, there is an obligatory need on the part of SPU to redress the grievances of the students in examination related processes within the acceptable time and also effect prompt action. SPU Coordinator along with principal and other teaching, administrative faculty ensure smooth conduct of the examination and internal assessment. If any grievance related to examination occurs, it is immediately considered and redressed.

### 1. Objectives:

The objectives of policy are to,

- Ensure a uniform, consistent, objectivised and unbiased approach in dealing with the grievance redressal of students appearing/appeared at SPU examinations, conducted by examination section of SPU.
- Developing a mechanism to deal with examination grievances in a transparent and ensure that students get prompt solution to their problems.
- Ensure harmonious student – faculty relationship.
- Provide a platform to the students for expressing their grievances freely.

"Examination Grievance Redressal Committee" (EGRC) constituted to look into evaluation related grievances.

### 2. Examination Grievance Redressal Committee:

The Committee consisting of four members from the constituent institute of SPU.

The Committee should consist of- a) One Professor/Principal level faculty - Chairman;  
b) two Senior faculty member drawn from the constituent institute; c) One member from examination section.

The function of the committee is to look into the complaints lodged by any student and judge its merit. Students have any grievance related to examination process can lodge complaints by written application submitted to examination section or Examination Grievance Redressal Committee.

### 3. Mechanism for Grievance Redressal:

The mechanism for grievance redressal related to examination is made effective through grievance redressal at three level.





### 3.1 Departmental Level:

The continuous evaluation of students is carried out by faculty regarding theory lectures, labs, assignments, unit tests. The midterm marks are allotted as per the teaching and evaluation scheme of course. Discrepancy in Internal Assessment Marks and Query related to academic & continuous assessment if any is discussed with concerned faculty and HOD. Same is resolved at department level and informed to the student accordingly.

### 3.2 Institute Level:

The Institute appoints a SPU Coordinator for smooth conduction of examinations of SPU. If students are facing any problems related to examination and not resolved at department level, then they are handled and solved at Institute level by the Principal. The grievances at the time of pre-examination, post-examination and during examinations are considered and discussed in consultation with the Principal and resolved it, if necessary forwarded to SPU for further process.

### 3.3 University level:

The aggrieved student has to submit queries and complaints in form of an application along with necessary documents to the Examination Section. The queries related to mistakes in hall tickets and mark sheets regarding name, course name and program name are resolved promptly after verifying necessary documents by the examination section of SPU. The resolution will be informed to the student immediately. Students are allowed to apply for revaluation, rechecking and viewing of answer book by filling the application form available on SPU website & paying processing fee to SPU if they are not satisfied with their result. The result of revaluation is declared by SPU within 15 days from the application received.

## 4. Appellate Authority

If the aggrieved student in case of grievances related to the examinations, is not satisfied with the decision/recommendations made by the grievance redressal committee, he/she can appeal for the intervention of the Provost in this regard. The Provost is the Appellate authority.







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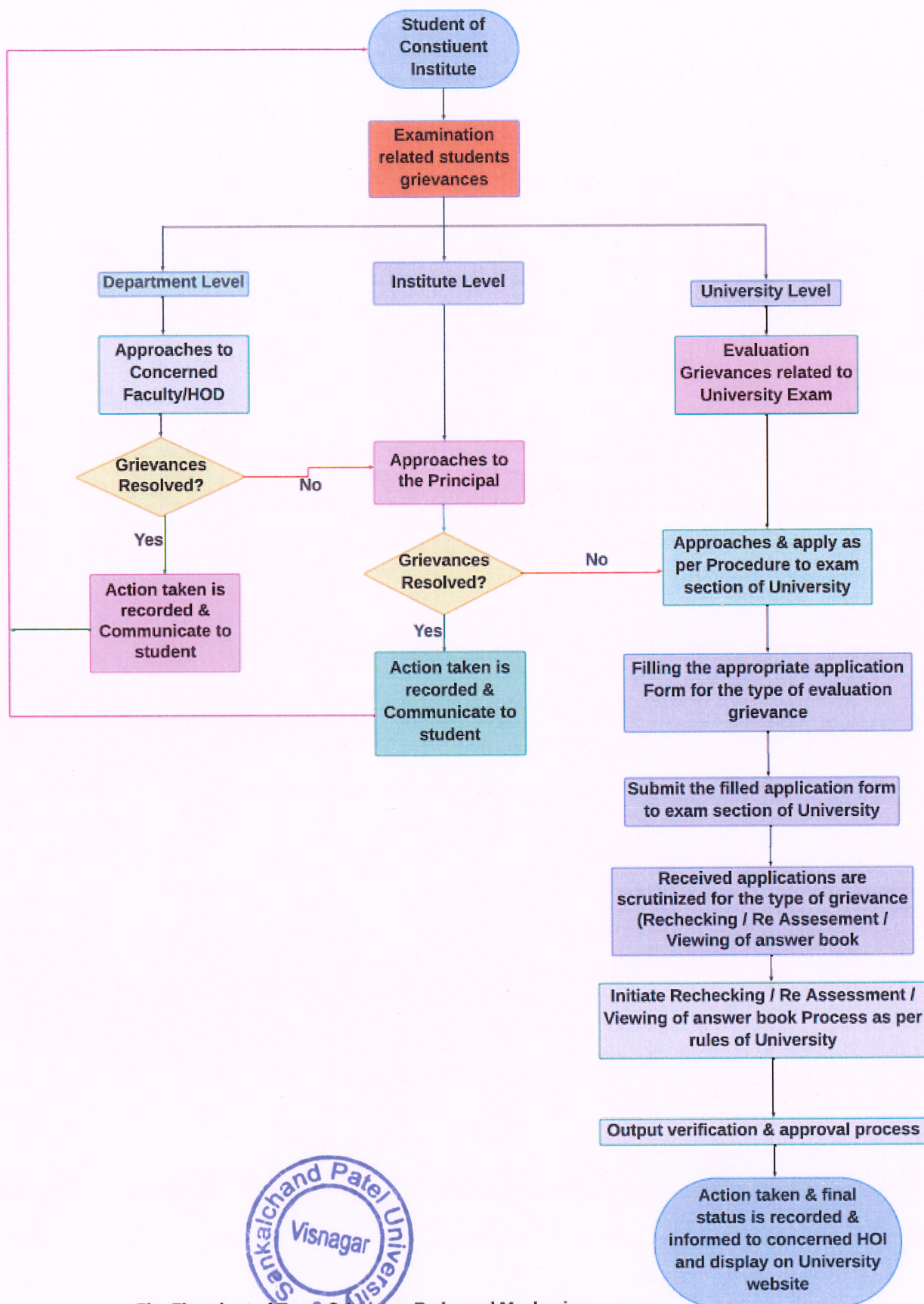


Fig. Flowchart of Exam Grievance Redressal Mechanism.



**Controller of Examinations**

**Sankalchand Patel University**  
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